

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

2. Once the problem is identified, the next step is to define the objectives and goals of the project. This helps to clarify what needs to be achieved and provides a clear direction for the team.

3. The third step is to develop a plan or strategy to address the problem. This involves breaking down the problem into smaller, manageable tasks and determining the resources needed to complete each task.

4. The fourth step is to implement the plan. This involves putting the strategy into action and monitoring progress regularly to ensure that the project is on track.

5. The final step is to evaluate the results of the project. This involves comparing the actual outcomes against the objectives and goals to determine the effectiveness of the project.

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INTERFERENCE SEARCHED			
Class	Subclass	Date	Examiner

SEARCH NOTES (INCLUDING SEARCH STRATEGY)		
	DATE	EXMR
EAST search terms: success; question; dialog; ACD; automated; call; center; agent; operator; history; past; previous	3/26/2007	TK
EAST eric near2 horvitz.in.	3/26/2007	TK
EAST 379/265.01 and (automated or ACD) and (agent or operator) and (question\$5 or dialog) and (past or history or previous\$5)	3/26/2007	TK
EAST (automated or ACD) and (agent or operator) and (question\$5 or dialog) and (past or history or previous\$5) and success\$5	3/26/2007	TK
See attached EAST Search History	3/26/2007	TK